



## TROUBLESHOOTING ONLINE APPLICATION TECHNICAL PROBLEMS

The Boston Landmarks Commission developed an online application to expedite and simplify the application process for constituents planning work on a building in a historic district or individual landmark. Below are some common troubleshooting techniques to fix any issues you may be experiencing.

**Please do not contact the BLC office for technical support. If you continue to experience technical issues after trying the below troubleshooting tools, please submit a paper application.**

### SWITCH INTERNET BROWSERS

The type of internet browser can affect the performance of the website you are using. Try switching browser types to see if it will change the performance of the online application. We have found that [Google Chrome](#), [Apple Safari](#), and [Mozilla Firefox](#) work best with our online application portal.

### CLEAR ONLINE BROWSING HISTORIC & CACHE

Clearing out your online browsing history and cache can speed up your internet performance. You can do this in your browser settings menu options.

### SWITCH FROM A SMARTPHONE / TABLET TO A DESK COMPUTER

All applications and devices are not created equal. If you are having trouble utilizing the online application portal, try switching devices. A desk or laptop computer (Mac or PC) are recommended. Similarly, switching from a PC to a MAC, or vice versa, can also help.

### RESTART YOUR COMPUTER

While it seems simple, restarting your computer can allow your system to reset itself. Many computer issues can be resolved by doing this basic task.

### KNACK TECH SUPPORT

We use a third party application called Knack to support our online application tool. You can access their troubleshooting techniques tips [here](#).

